

NDIS Support Coordinator – Disability and Community Services (DCS)

Position Details

As a Support Coordinator, you will provide varying levels of coordination of supports for adults with a disability, including psychosocial disability. Considering an individual’s circumstance and level of complexity, the role actively supports participants to coordinate and manage their NDIS (National Insurance Disability Scheme) plan to enable greater independence across all domains of an individual’s life.

Employer	Footprints in Brisbane Inc. (Footprints)	Program Area	Disability and Community Services
Location	Fortitude Valley/Strathpine Office	Salary Range	As per Award rates
Status	As per letter of offer	Hours/FTE	As per letter of offer
Industrial Instrument	Social, Community, Home Care and Disability Services Industry Award 2010	Classification Level	Level 5
Reporting relationships	This role reports to the Program Coordinator – Disability and Community Services		

Responsibilities

Key Responsibilities
<ul style="list-style-type: none"> ▪ Research, coordinate and manage a range of supports to suit individual needs across multiple providers ▪ Work within the funding levels associated with each client, continually tracking and monitoring funded hours and associated claimable hours ▪ Develop and record progress of goals for clients using appropriate National Disability Insurance Agency (NDIA) reporting templates and the Outcome Star ▪ Effectively manage complex situations/services in the coordination of a participant’s plan ▪ Empower clients to exercise choice and control to access a range of formal and informal mainstream and community-based support, by identifying opportunities for innovative service delivery ▪ Continually seek opportunities to build the capacity of clients and their families enabling greater levels of independence ▪ Coordinate external meetings with clients, significant others and providers and follow up any outstanding actions in a timely manner ▪ Liaise and work collaboratively with key stakeholders to establish a mutual goal of coordinating service delivery and developing effective linkages relevant to the achievement of the individual’s NDIS goals. ▪ Actively participate in the development, implementation, monitoring, regular review and reporting of clients programs with key stakeholders ▪ Provide specialist expertise in your relevant discipline and support the training of team members and Support Workers ▪ Continually gather and document relevant information about clients from other services for the development of evidence based reports and updates ▪ Contribute to the development and review of procedures in the appropriate work related field ▪ Access the NDIA portal and maintain current working knowledge of the NDIA portal to support internal processes and to build the capacity of participants to use the portal ▪ Maintain comprehensive client records, record progress and outcomes towards achieving individualised goals ▪ Promote Footprints programs in the community through sound working relationships with service provider networks ▪ Contribute to the ongoing development and evaluation of program practice, ensuring continuous quality improvement and compliance with the National Disability Insurance Scheme Quality and Safeguards Framework <p>General</p> <ul style="list-style-type: none"> ▪ Follow all organisational policies and procedures ▪ Participate in monthly professional supervision sessions, and ongoing learning and development activities ▪ Promote and maintain a safe and healthy work place, ensuring adherence to WHS policies and procedures ▪ Work within the vision, mission and values of Footprints

Knowledge and Skills

Essential

- Minimum requirement of a relevant Diploma in the Human Services and/or Community Services field, together with high level knowledge and skills in the coordination of supports to assist people with a disability in their community and/or in their home
- Knowledge and understanding of the NDIS, including relevant legislation, the different levels of Support Coordination and NDIS Price Guide.
- Demonstrated knowledge and/or experience working with diverse client groups including people with a disability and their families/carers, people with mental illness, people who are homeless or residing in marginalised housing and who may be at risk of homelessness.
- Highly developed written communication and inter-personal skills, with demonstrated experience gaining the cooperation of internal and external stakeholders.
- Computer literacy and the ability to manage client data bases and associated reports
- Current class C driver license, Yellow Card and satisfactory national police check

Desirable

- Bachelor Degree in relevant field (Social Work, Psychology or Occupational Therapy)
- Current First Aid Certificate